

Surveys to Gauge County Service

As part of the County's Serving Everyone with Excellence program, the annual Customer Satisfaction Survey will be on public counters from Monday, June 15 to Friday, June 26. The survey is an important part of this Department of Human Resources program as it allows customers to tell the County how it's doing and provide feedback on how the County can better serve them.

DHR asks departments to encourage customers to take a few minutes to fill out the form. If you have questions about the survey and its distribution, please contact DHR's Employee Development Division, at (619) 578-5770.

DPW Employee Moonlights in Senior Follies

Julie Paulsen, an Engineering Tech II at Gillespie Field, is in this year's production of Senior Follies and would love for you to come to one of the shows.

The 70-member cast is filled with dancers and singers ranging in age from 55 to 94. This year's theme is "On the Road Again," and the cast sings, dances and pays tribute to every state in the nation. Over 50 songs and dance numbers come to life on stage at the East County Performing Arts Center. The show runs June 19 - 28.

For information and tickets, visit http://www.cyt.org/cct_site/productions_senior_follies.php. You can get two tickets for the price of one for mentioning Paulsen's name.

Child Support Pilots Campaign to Contact Parents after Hours

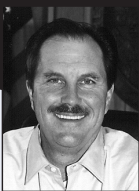
The Department of Child Support Services (DCSS) initiated a pilot project to begin calling non-custodial parents between 5 and 7 p.m. on weekdays in an effort to reach more parents required to make support payments. The targeted group for these calls is parents who recently had a child support order established and have not made their first ordered payment.

Under the pilot program, the non-custodial parent is contacted by telephone during non-traditional hours by a caseworker 10 to 15 days after the court hearing to initiate payment and answer any questions.

The non-custodial parents are encouraged to make their first payment and continue to remain current with their child support obligations to avoid any enforcement actions.

The caseworkers conduct a follow-up call to the non-custodial parent if payment has not

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In *Walt's* Words

Put Down the Hose

It's the start of summer. Do you see yourself in the backyard, burgers on the grill, the fountain gurgling, the kids scooting by on the Slip 'n Slide rolled out across your lush, green lawn?

It's a nice image. But unfortunately, it's just not realistic anymore. Not unless - depending on which water district supplies your home - you want to pay higher rates or get disapproving looks from your neighbors.

The grill's ok, but you should probably find another activity for the kids. And for now, turn off the fountain and cut back on your lawn watering.

The reality is, we're in a drought, and our region's main water supplier is cutting back delivery by 13 percent this year - 8 percent beginning on July 1. For many of us, cutting back our water usage isn't just the right thing to do; it's the law - enforceable by pretty stiff penalties.

Inside, you can:

- Turn off the water when washing dishes or brushing your teeth.
- Run the dishwasher and laundry only when you have a full load.
- Don't use the toilet as a wastebasket.
- Shorten your showers (this one can be difficult, especially on a chilly morning).

Outside:

- Water your garden or lawn only in the late evening or early morning, when the wind and sun won't speed evaporation.
- Cut each irrigation cycle by one to three minutes, or eliminate a cycle from the week.
- Wait until the top inch of soil is dry to water again.
- Repair leaks and broken sprinkler heads, and make sure the water is falling on soil, not on the sidewalk or driveway.
- Use mulch to reduce evaporation.

Walt

Walt Ekard
Chief Administrative Officer



WATER: A PRECIOUS RESOURCE

Did you know that you can help protect San Diego's water quality by using water more efficiently? By preventing over-irrigation and unnecessary outdoor water use, you can help to prevent polluted water runoff from entering our stormwater conveyances and waterways.

As we all know, outdoor pavement (sidewalks, roadways, parking lots) aren't the cleanest things around. When we al-

low water that we use in our daily routines to runoff and leave our property, we give that water a chance to pick up all kinds of pollutants in its path. Pet waste, oil, trash, and soaps are just a few of the things that can end up in our local waterways as water leaves our property.

In this time of drought, it is especially important to take time to reevaluate the way we use water.

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County Swings into Action to Stem Spread of Swine Flu

Not long after Chief Epidemiologist Michele Ginsberg received the call that a San Diego County child had tested positive for swine flu, County Public Health officials were dealing with an outbreak the likes of which they'd never before seen.

San Diego County was Ground Zero for the swine flu outbreak in the United States, and within days of those first cases, national and international health officials were talking about a possible pandemic.

The spread of the virus, which came to be known as the Novel H1N1 Influenza A, never rose to pandemic level, but health officials are preparing for another wave – this time a more virulent strain – in the fall.

As of press time, more than 160 people in the county were infected with the virus. The County, working with school districts, temporarily closed three local high schools.

During the height of the virus' spread, County Public Health Officer Wilma Wooten held daily media briefings outside the Health & Human Services Agency building downtown to update the public on the latest developments.

Wooten and Deputy Public Health Officer Dean Sidelinger met with area hospitals and clinics, school districts, local, state and federal government officials and the Mexican Consul General to ensure a coordinated response.

Working with the Department of Media & Public Relations, Wooten filmed several video messages specially targeting schools, parents, businesses and health care providers, among



County Public Health Officer Dr. Wilma Wooten held daily media briefings to update the public on the spread of the virus.

other groups, to answer questions and provide guidance and reassurance. These videos were posted on the County's Web site and also on its Facebook and YouTube pages.

To see the videos, as well as the news releases and other information, visit the County's H1N1 Web page: <http://www.sdcountry.ca.gov/Portal/News/swineflu.html>

A plan for responding to a flu epidemic was already in place. In late 2005 and early 2006, the County developed the Influenza Response Plan, a coordinated local strategy to prepare for and respond to an influenza pandemic that supplements the State and Federal Plans.

A community-wide campaign was launched in May 2007, and was tested in February 2008 during a measles outbreak.

Had it not been for the County's sentinel surveillance system, which is constantly on the lookout for new viruses, the Novel H1N1 Influenza A virus may have circulated longer in the community.

been received after the initial phone contact. In the first month of the pilot, caseworkers were able to obtain payments 13 percent of the time and collect \$27,000 in direct payments.

Sheriff Progresses in Efforts to Automate Crime Reports

On April 28, the Sheriff's records management system (NetRMS) reached an important milestone with the activation of an automated interface to the Automated Regional Justice Information System (ARJIS), San Diego's regional crime information sharing system.

Crime cases account for the majority of records sent via the automated interface and make-up approximately 60 percent of the total cases. Prior to implementation of the new system, patrol deputies entered crime information into the department's records management system, a process repeated by records clerks who keyed a large subset of the same information into ARJIS. This redundant inefficiency has now been eliminated, resulting in approved information reaching the ARJIS system much sooner – down from approximately two weeks to five minutes.

Next steps for the interface project will include the addition of Arrest Reports, Field Interviews and other data elements. With this new interface, data entry timeliness and accuracy has been improved throughout the Sheriff's Department and the regional agencies.

County Fleet Helps Reduce Greenhouse Gas Emissions

The Department of General Services recently received eight Ford Fusion Hybrid vehicles, bringing the total count of County Fleet hybrid and alternative-fueled vehicles to 190. These new models have a 41-miles-per-gallon rating by the Environmental Protection Agency. When compared to the older sedans they will replace, the hybrids are expected to save 20,000 gallons of fuel and reduce greenhouse gas emissions by 287 tons over their useful life.

These new vehicles will be used by the Sheriff and the departments of Public Works; Agriculture, Weights and Measures; and General Services. Eighteen County departments currently have hybrid vehicles, with eight departments having nine or more.

The County's fleet consists of 3,950 vehicles ranging from sedans and light-duty pickups to heavy-duty trucks, off-road equipment, patrol cars and buses. County vehicles travel 41 million miles and consume 3.2 million gallons of fuel per year.

WATER: A PRECIOUS RESOURCE cont.

There are many easy things that we can each do to help save water – and get the dual benefit of protecting the quality of our streams, lakes, and ocean at the same time! The County's Watershed Protection Program urges you to use water efficiently, especially outdoors. You can help prevent water pollution and achieve significant water savings in four easy steps:

- **Sweep it up:** By using a broom to clean your porch or driveway instead of a hose, you get free exercise and fresh air while saving water!
- **Adjust your sprinklers:** Water your landscape, not the pavement. By preventing overspray, you can save an average of 15-20 gallons per day per valve.

- **Repair leaks:** Identify and repair broken pipes, dripping faucets, and broken sprinklers to save as much as 20 gallons of water per day per leak.
- **Use mulch:** Add a few inches of mulch around trees and plants to reduce evaporation and help prevent weed growth and other pests at the same time. This one action can save 40 gallons of water per day per valve and reduce the need for harmful pesticides!

Thank you for doing your part! For further information visit: www.projectcleanwater.org or www.20gallonchallenge.com. To report Stormwater Pollution, call 1-888-846-0800. If you have questions regarding specific water conservation requirements in your neighborhood, please contact your local water provider directly.